



PATENT

IN THE UNITED STATE PATENT AND TRADEMARK OFFICE

In re application of

Cox

For

BEHAVIOR EXPERTS IN eSERVICE MANAGEMENT

(BeX)

Serial Number

10/032967

Filing Date

October 26, 2001

Examiner

Attorney Docket

08827.0008

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Honorable Commissioner of Patents and Trademarks Washington, DC 20231

Dear Sir:

The undersigned attorney hereby authorizes DIGIPAT, its representatives, Terry Kramer, Jackie Brown, Jon James, Victor Telleria, William Rhodes and Darren Richardson of 2001 Jefferson Davis Highway, Suite 1111, Arlington, Virginia 22202, to inspect and make copies of the file for the above-identified application. Copies of the executed Revocation of Power of Attorney or Authorization of Agent, Power of Attorney or Authorization of Agent, and Statement Under 37 C.F.R. § 3.73(b) for this application are attached.

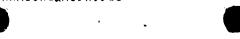
Respectfully submitted,

Reg. No. 50,015

MCKENNA, LONG & ALDRIDGE LLP 1900 K Street, N.W.

Washington, DC 20006 Tel. No.: 202-496-7500 Fax No.: 202-496-7756

Date: January 28, 2003



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Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. Please type a plus sign (+) inside this box **Application Number** 10/032967 10/26/2001 Filing Date **REVOCATION OF POWER OF** Cox First Named Inventor **ATTORNEY OR AUTHORIZATION OF AGENT Group Art Unit Examiner Name** 08827.0007 **Attorney Docket Number** I hereby revoke all previous powers of attorney or authorizations of agent given in the above-identified application: X A Power of Attorney or Authorization of Agent is submitted herewith. OR Please change the correspondence address for the above-Identified application to: **Customer Number** Customer Number OR Firm or Individual Name Address City State Fex Telephone Country I am the: Applicant/Inventor. Assignee of record of the entire interest. See 37 CFR 3.71. Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96) SIGNATURE of Applicant or Assignee of Record Name Signature Date

NOTE/ Signatures of all the inventors or easigness of record of the entire interest or their representative(s) are required. Submit multiple

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U.S. Palent and Trademark Office; U.S. DEPARTMENT OF COMMERCE Under the Paperwork Reduction Act of 1996, no persons are required to respond to a collection of Information unless it displays a valid OMB control number. STATEMENT UNDER 37 CFR 3.73(b) Applicant/Patent Owner: Cox Application No./Patent No.; 10/032967 Filed/Issue Date: 10/26/2001 Entitled: Behavior experts in eService Management (BeX) Panacya Inc. corporation (Name of Assignee) Type of Assignee, e.g., corporation, partnership, university, government states that it is: X the assignee of the entire right, title, and interest; or 2. an assignee of less than the entire right, title and interest. The extent (by, percentage) of its ownership interest is In the patent application/patent Identified above by virtue of either: A. [X] An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel 011253 , Frame or for which a copy thereof is attached. OR B. [] A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as shown below: 1. From: To: The document was recorded in the United States Patent and Trademark Office at , Frame , or for which a copy thereof is attached. 2. From: The document was recorded in the United States Patent and Trademark Office at Reel _____, Frame _____, or for which a copy thereof is attached. 3. From: The document was recorded in the United States Patent and Trademark Office at , Frame _____, or for which a copy thereof is attached. Reel [] Additional documents in the chain of title are listed on a supplemental sheet. Copies of assignments or other documents in the chain of title are attached. [][NOTE: A separate copy (i.e., the original assignment document or a true copy of the original document) must be submitted to Assignment Division in accordance with 37 CFR Part 3, if the assignment is to be recorded in the records of the USPTO. See MPEP 302.08] The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.